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# **Forcepoint Quickstart Implementation Package: Email Security Upgrade- Remote**

**Part Number: UPGE--X-XX00-N**



# Overview

Proficiency and precision are necessary to effectively implement quality security solutions. To help you get the most out of the Forcepoint Email Security solution (the “Products”), Forcepoint offers the following implementation services package (“Package”). This Package identifies some of the activities typically involved with the implementation of Products.

## Deliverables and Responsibilities

### Detailed Statement of Services:

Forcepoint employees, agents, and/or contractors (“Services Personnel”) will assist Subscriber with the performance of the following activities with respect to the Products in accordance with Forcepoint recommended engineering practices (“Services”):

- Pre-Implementation
  - Services Kick-off call between Subscriber and Services Personnel
    - Note: Services Personnel will contact the Subscriber within ten (10) business days of the order being processed to schedule the Services Kick-off call
  - Review scope of Package
  - Establish Services schedule
  - Confirm critical use case
  
- Implementation of the Product
  - Services Personnel will assist the Subscriber with the implementation of the Product within one (1) Subscriber’s environment, as follows:
  - Preparation
    - Determine preferred method of version upgrade.
      - In-place upgrade
      - Parallel upgrade
    - Validate that installation machine(s) meets hardware and software version recommendations
    - Perform backups for database, Policy database, configuration database and appliance
    - Download appropriate installers
  
  - Perform Upgrade
    - Upgrade one (1) Forcepoint Security Manager
    - Upgrade Email Security Components
    - Upgrade up to four (4) Email Security Appliances
    - Upgrade up to two (2) supplemental servers
    - Validate mail flow
    - Validate user authentication/identification
    - Validate email policies
  
- Functional Testing and Knowledge Transfer
  - Services Personnel will conduct post-implementation testing identified below in accordance with Forcepoint recommended engineering practices. Services Personnel will provide up to four (4) hours of informal knowledge transfer, including:
    - Standard System and Architecture Overview
    - System Navigation
    - Rule/Policy Creation
    - Local Events, Alerting and Settings
    - Basic Reporting and Workflow
    - Common Product issues and resolution
    - Relevant logs and debug options
  
- Services Personnel will use commercially reasonable efforts to assist with the troubleshooting and correcting of obstacles identified during the Services
  
- Services Closure Meeting
  - Service Personnel will conduct a Services closure meeting to review and confirm the Services have been completed and assist with the transition to Forcepoint Technical Support

# Services Obligations of Subscriber:

Prior to the start of and throughout the Services, the Subscriber must be able to provide the following to Services Personnel:

- Valid Forcepoint licenses key
- Access to Forcepoint SQL database and database accounts
- Access to Infrastructure, Network, and Management Resources
- Access to Products
- Privileged AD Services Account
- Ability to make network changes
- Up to twenty five (25) Test users
- Confirm all Microsoft updates has been applied
- Disable antivirus software on the Forcepoint server
- Disable any firewall on the Forcepoint Server before starting the Forcepoint installer
- Disable User Account Control (UAC) and Data Execution Prevention (DEP) settings, and make sure that no Software Restriction Policies will block the installation
- To download the Forcepoint Master Database and enable policy enforcement, each machine must be able to access the download servers at:
  - download.websense.com
  - ddsdom.websense.com
  - ddsint.websense.com
  - portal.websense.com
  - my.websense.com

Throughout the Services, Subscriber will promptly provide all resources and licenses to Services Personnel to allow Services Personnel to deliver the Services.

## Package Assumptions

- Services are delivered by remote delivery resources - No onsite delivery element.
- Services Personnel will provide up to two (2) hours of Email policy tuning as part of this Package. Additional Email Tuning Packages are available for purchase.
- Services Personnel must receive a written cancellation notice at least twenty-four (24) hours prior to the start of any pre-scheduled Services
- Services will be provided during normal local business hours, Monday – Friday (e.g. 9:00am to 5:00pm)
- Services do not address any other Forcepoint products other than Forcepoint Email SECURITY
- Services in this Package are limited and may not address all of Subscriber’s unique requirements
- High availability and Disaster Recovery are not within the scope of this Package
- No High Level Design or Low Level Design documentation to be provided within this Package
- Subscriber should not expect “on-demand” live support outside planned Services dates
- All scripts, tools, notes, know-how and procedures developed by Services Personnel as part of the Services will remain the property of Forcepoint
- Services Personnel will have no obligation to provide Services unless and until Subscriber fulfils all of its Services Obligations
- Subscriber’s current Support entitlement will be utilized for Product troubleshooting and escalation
- There is no report, memorandum, or other formal deliverable to be issued in connection with this Proposal

## Terms & Conditions

- The Services in this implementation Package are provided pursuant to the Subscription Agreement
- Forcepoint provides the Services “AS IS” and makes no warranties of any kind, express or implied
- Services will be performed in a professional and workmanlike manner, and Services Personnel will comply with all applicable laws in providing the Services
- Services must begin within 90 days of the Order or Subscriber forfeits the implementation Package
- Services must be completed within 6 months from Services Kick-off call or the Order, whichever occurs first, or Subscriber forfeits the implementation Package
- Subscriber’s assent to the Subscription Agreement constitutes acceptance of the above terms and conditions
- Any work or additional hours that, in Services Personnel’s reasonable discretion, exceed the scope of Services (including remote or onsite follow up work or troubleshooting unknown issues) will require a mutually agreed upon services contract
- Services and Deliverables within this Package are standard and non-negotiable

**Applicable add-on Options**

Additional implementation options are available at [www.forcepoint.com/QUICKSTART](http://www.forcepoint.com/QUICKSTART)

**FOR MORE INFORMATION OR PRICING, CONTACT YOUR FORCEPOINT  
REPRESENTATIVE, PARTNER, OR CALL: +1 800-723-1166**